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10  
11 BEFORE THE DEPARTMENT OF BUSINESS OVERSIGHT  
12 OF THE STATE OF CALIFORNIA  
13

14 In the Matter of: ) NMLS ID.: 752586  
15 THE COMMISSIONER OF BUSINESS )  
OVERSIGHT, ) STATEMENT OF ISSUES IN SUPPORT OF  
16 ) NOTICE OF INTENTION TO ISSUE ORDER  
Complainant, ) DENYING MORTGAGE LOAN  
17 ) ORIGINATOR APPLICATION  
v. ) (Financial Code section 50141)  
18 )  
19 CASSANDRA KAY ROMAN, )  
20 Respondent. )

21 Jan Lynn Owens, the Commissioner of Business Oversight (Commissioner), is informed and  
22 believes and based upon such information and belief, alleges and charges as follows:

23 **I.**

24 **Introduction**

25 The proposed order seeks to deny the issuance of a mortgage loan originator license to  
26 Cassandra Kay Roman (Roman) pursuant to Financial Code § 50141, in that Roman fails to  
27 demonstrate the requisite financial responsibility, character, and general fitness required for issuance  
28 of a license due to falsely providing an answer on the Form MU4 submitted to the Commissioner in

1 connection with the mortgage loan originator license application, falsely claiming that she had not  
2 been previously terminated from employment due to violation of statute, regulation, rule or industry  
3 standard.

4 **II.**

5 **Statement of Facts**

6 **A. The Application**

7 1. On January 7, 2019, Roman filed an application on NMLS<sup>1</sup> for a mortgage loan  
8 originator license with the Commissioner pursuant to Financial Code § 50140. The application  
9 was for approval of employment as a mortgage loan originator with, or working on behalf of,  
10 Quicken Loans Inc. located at 100 Public Square, Suite 400, Cleveland, Ohio, 44113. The  
11 application was submitted to the Commissioner by filing Form MU4 through the Nationwide  
12 Mortgage Licensing System & Registry (NMLS).

13 2. In submitting her application, under the heading “Termination Disclosure” Roman  
14 answered “no” to question (Q) (1) on Form MU4, which specifically asked:

15 (Q) Have you ever voluntarily resigned, been discharged, or  
16 permitted to resign after allegations were made that accused you  
17 of:

18 (1) violating statute(s), regulation(s), rule(s), or industry standards  
19 of conduct?

20 (2) fraud, dishonesty, theft, or the wrongful taking of money?

21 3. In submitting his application, Roman attested that the answers were true and complete to  
22 the best of her knowledge.

23 **B. The Amended Application**

24 4. On January 28,2019, after a review of Roman’s application, Department of Business  
25 \_\_\_\_\_

26 <sup>1</sup> NMLS stands for Nationwide Multistate Licensing System & Registry and is the system of record for non-depository,  
27 financial services licensing or registration in participating agencies. including the District of Columbia and U.S.  
28 Territories of Puerto Rico, the U.S. Virgin Islands, and Guam. In these jurisdictions, NMLS is the official system for  
companies and individuals seeking to apply for, amend, renew and surrender licenses authorities managed through  
NMLS.

1 Oversight (DBO) created a “license item”<sup>2</sup> on NMLS for Roman, instructing her to amend the MU4  
2 application and provide a detailed explanation with supporting documentation regarding the  
3 Roman’s termination from employment from several companies including KeyBank National  
4 Association (KeyBank). Roman had not disclosed on her application her terminations from several  
5 service-related employers, including KeyBank.

6 5. Thereafter, on January 25, 2019, Roman amended her response to questions (Q)(1) from  
7 “no” to “yes,” and provided an explanation but again did not provide any supporting documents.  
8 Roman explanation for her termination from KeyBank was that she had been managing the retail  
9 bank branch for two years when a well-known client of hers emailed her a request to wire transfer  
10 funds for a business transaction. Roman explained that due to their prior business relationship, she  
11 went ahead with the request. Within three days of the email request, the client informed Roman that  
12 the client’s email had been hacked and the email was a fraud. Roman reported that the fraud  
13 resulted in Roman’s employer taking a loss of \$12,000<sup>3</sup>. Roman stated that she was then terminated  
14 because any loss over \$1,000 can lead to termination of employment.

15 6. In submitting the January 25, 2019 amended application, Roman attested to and swore  
16 that the answers were true and complete to the best of her knowledge.

17 7. On January 28, 2019, DBO placed an “license item” on NMLS for Roman to upload  
18 applicable documents related to her termination of employment from KeyBank.

19 8. On January 30, 2019, Roman complied with the license item and uploaded into NMLS a  
20 KeyBank document which indicated that Roman was terminated effective October 4, 2018 for  
21 violation of bank policies that resulted in a controllable loss of \$19,571.50. KeyBank indicated that  
22 Roman was employed by KeyBank since June 12, 2107 and was a branch manager. Roman was  
23 trained in policies and procedures of KeyBank. KeyBank charged that on August 10, 2018, Roman  
24 failed to conduct proper due diligence when she received an email requesting a wire transfer.

25 \_\_\_\_\_  
26  
27 <sup>2</sup> A “license item” is a request from a regulator such as DBO on the NMLS website to a licensee or applicant to  
28 respond to a question or take an action. The NMLS website automatically generates an email to the licensee or applicant  
directing the person to check the NMLS website for the license item.

<sup>3</sup> Roman reported that the KeyBank’s loss was \$12,000. KeyBank reported the loss being \$19,571.50.

1 Roman believed the email originated from a “well-known” client and did not validate the identity of  
2 the source of the request. Roman attempted to call the client one time during the course of the  
3 transaction but was unable to reach the client. Roman did not leave a message or wait for a call back  
4 from the client before proceeding with the wire transfer. The email from the “well-known” client  
5 was fraudulent, resulting in a controllable loss to the bank. During the course of the processing the  
6 wire transfer, Roman violated bank policies which state, “Do not accept or process not in person  
7 wire transfer requests from clients’ requests from clients who submit the requests by email, fax,  
8 phone, or mail.”

9 **III.**

10 **Character of the Applicant**

11 9. Financial Code section 50141 provides in relevant part:

12 (a) The commissioner shall deny an application for a mortgage loan  
13 originator license unless the commissioner makes at a minimum the  
14 following findings:

14 . . .

15 (3) The applicant has demonstrated such financial responsibility,  
16 character, and general fitness as to command the confidence of the  
17 community and to warrant a determination that the mortgage loan  
18 originator will operate honestly, fairly, and efficiently within the  
19 purposes of this division.

17 . . .

18 10. Roman’s false response on the application for a mortgage loan originator license and  
19 termination from KeyBank for violation of a significant policy which resulted in financial loss to the  
20 bank, show the applicant’s failure to demonstrate such financial responsibility, character and general  
21 fitness as to command the confidence of the community and to warrant a determination that she will  
22 operate honestly, fairly, and efficiently as a mortgage loan originator. Roman initially provided a  
23 false response to question (Q) regarding termination for violation of rules or industry standards when  
24 she did not disclose nor describe her termination from KeyBank. Such incorrect response on the  
25 initial Form MU4 is false and misleading.

26 **VI.**

27 **Conclusion**

28 The Commissioner finds, by reason of the foregoing, that Roman’s false response on the

